


**Note: These minutes are a draft and are not to be considered official until approved at the next meeting.**

	<p style="text-align: center;"><b>Iowa 911 Communications Council Meeting</b>  <b>Thursday, January 10<sup>th</sup>, 2019</b>  <b>Hoover Building, Capitol Complex, Level A, Room 6</b>  <b>Des Moines, Iowa</b></p>
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### **Call to Order**

The meeting was called to order by Chairman Rob Rotter at 9:00 a.m. and a quorum was determined from the roll call.

### **Roll Call**

		Representative	Attendance
Iowa Association of Public Safety Communications Officers (APCO) <b>Secretary</b>		Sally Hall	Excused
	alternate	Cara Sorrells	Present
Iowa Chapter of the National Emergency Number Association (NENA)		Tracey Bearden	Present
	alternate	Kirk Hundertmark	
Iowa Geographic Information Council		Lawrence Hartpence	Present
	alternate	vacant	
Iowa State Sheriffs & Deputies Association (ISSDA)		Robert Rotter	Present
	alternate	Dean Kruger	
Iowa Peace Officers Association (IPO)		George Griffith	Present
	alternate	vacant	
Iowa Professional Firefighters (IAPFF)		Mike S. Bryant	Present
	alternate	Doug Neys	
Iowa Firefighters Association (IFA)		Mark Murphy	Present
	alternate	Tom Berger	
Iowa Emergency Managers Association (IEMA)		Jeff Anderson	Present
	alternate	Mindy Benson	
Iowa Department of Public Safety (IDPS)		Robert Johannesen	Present
	alternate	Adam Buck	
Iowa Emergency Medical Services Association (IEMSA)		Rob Dehnert	Absent
	alternate	Paul Andorf	
Iowa Telephone Association <15,000		Jack DeAngelo	Present
	alternate	Pat Snyder	
Iowa Telephone Association >15,000		James Chambers	Present
	alternate	Wayne Johnson	
Cellular Providers		Steve Zimmer	
	alternate	Bill Tortoriello	
PCS Providers		Joe Sargent	Absent
	alternate	vacant	
Auditor of the State, Ex-Officio member		Bernardo Granwehr	Absent

### **Staff:**

Blake DeRouchey, E911 Program Manager	Present
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### **Guests:**

Diane Sefrit, SCI

Josh Humphrey, Iowa County EMA

Joel Martin, Iowa Utilities Board  
Connie Stufflebeem, Iowa DPS Communications  
Chris Maiers, ISICSB  
Stephen Rodriguez, ICN  
Duane Vos, RACOM  
Brent Long, Polk County SO

Tammy Rodriguez, ICN  
Hollie Davidson, DPS Interop Comm  
Doug McCasland, Warren County 911  
Amanda Roush, Story County 911  
Mike Lauer, ICN  
Brian Flynn, Motorola

**Guest present by teleconference:**

Carole Lund-Smith, ILEA  
Cherese Sexe, Humboldt County 911  
Kathy Herrig, Floyd County 911

Brenda Vande Voorde, Fayette County 911  
Mary D. Miller, Iowa County 911

**Introductions**

Chair Rotter welcomed everyone. Board members and those in attendance introduced themselves.

**Approve the Agenda**

Motion by George Griffith to approve the agenda. Seconded by Robby Johannesen. All ayes. Passed.

**Approve the Minutes**

Chair Rotter asked for a motion to approve the previous meeting minutes. Motion by Jeff Anderson. Seconded by Tracey Bearden to approve the minutes of December 13th, 2018. All ayes. Passed.

**State of Iowa Administrator Reports (Blake DeRouchey)**

Program Manager Report

- Annual State 911 Forms Due Jan 1st
  - PSAP Update Form
  - Local 911 Service Board Form
  - PSAP Expenditure Collection Sheet

Blake began with a reminder that January 1<sup>st</sup> has come and gone and that there are still a lot of forms due to his office. He will be sending an email out to those counties that are still outstanding tomorrow. There are probably 15-20 who still have not turned in their expenditure collection sheet. It is an administrative deadline at this point and no one is out any surcharge money yet. That will come in March. This gives everyone time to go over them to see if any corrections need made before there is any penalty and he has to pull the surcharge.

- FCC Fee Diversion Report released: <https://www.fcc.gov/file/14980/download>
- Upcoming Council Meetings
  - Feb-June: WDM City Council Chambers
  - July-Dec: TBD

The FCC did release their fee diversion report to Congress prior to the shutdown. Nothing surprising there and we are not on the report as a diversionary state. We were on that list a couple of years ago but we got ourselves off that list and it is mostly the usual suspects. It is important to stay off of that list. It can impact 911 Federal grants in the future. This is an annual report that the FCC releases.

Blake thanked SWIC Chris Maiers for scrambling to find the location for today's meeting. We are supposed to be back at the West Des Moines location next month through June. In July – December the West Des Moines City Hall will be under renovation however. Further information will be passed along when it becomes available concerning where that location will be.

Blake also contacted the new assistant Attorney General upon Council direction about the legal definition of an electronic meeting and the reason why you would want to have one of those.

He shared his response below:

#### Electronic Meeting Options (Iowa Code 21.8)

##### 1. Electronic (telephonic) meetings

- If a majority of your council is going to participate telephonically, you should hold the meeting as an electronic meeting under 21.8. Electronic meetings may be held "only in circumstances where such a meeting in person is impossible or impractical" and only if the governmental body does the following:
  - provides the public with access to the meeting. The council should provide public access to the room where the call will be originated and also provide a call-in number for the public to use.
  - posts the agenda as it would for an in-person meeting. The agenda should clearly state that the meeting will be an electronic meeting under Iowa Code 21.8.
  - Keep minutes of the meeting. The minutes should explain why an in-person meeting was impersonal or impractical.

OR...

##### 2. In-person meeting where a small number of council members participate by phone.

- It is also acceptable to have an in-person meeting where a small number of council members participate by phone. This is acceptable where the members participating by phone are out of town or have scheduling conflicts that don't allow them to get to the meeting in person. They can still vote and count towards quorum. You want to be careful that people don't start doing this as the default, though. Also, if a majority of the members will be by phone you need to hold it as an electronic meeting, as described above.

The electronic meeting should be saved for times where it is not practical to meet (i.e. snowstorms or we don't have a meeting place). We should focus on in-person meetings but the code does allow for a small number of people to participate by phone. It shouldn't be the primary and the majority of people should not be on the call.

## IUB 34A Definitions Update

- Competitive Local Exchange Carrier
- Competitive Exchange Carrier

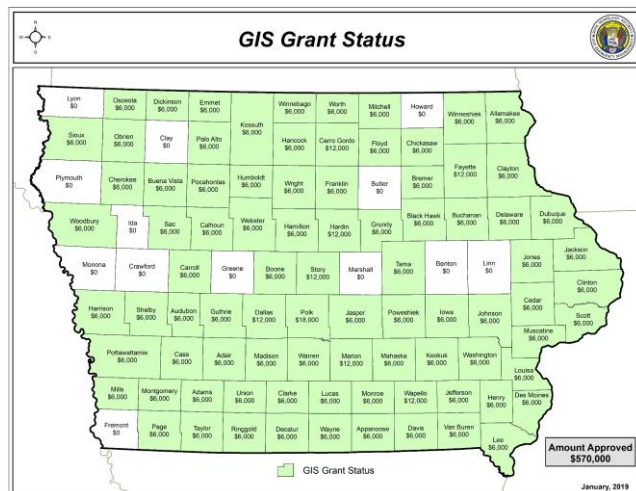
## 2019 GIS Grants

Window 1: Upload July 1-Dec 31

- Final month of first upload window
- December: 29 Counties: \$180,000
  - **FY19:** 86 Counties: \$570,000
    - **FY18 \$783,859.36**
    - **51 Counties**

## Window 2: Upload Jan 1-Jun 30

- Starting in January, all counties become eligible for \$6,000
- Same benchmarks:
  - Upload within the period (Jan-Jun)
  - 98% GIS
  - 50% ALI
  - 50% MSAG



Lawrence Hartpence asked about the long term plan for this project and Blake advised the GIS is not going to change it will stay at 98%. The ALI and MSAG benchmark needs to get to 95% eventually. It will be left alone for the next six months but expect the accuracy benchmark to rise over the next one – two years. This is a two fold project and after the benchmark standards are met then Comtech and GeoComm need to start using the data. Some of this is tied into the wireline conversion of going through some operating system upgrades with ComTech. The operating system that we are on today cannot even use the date. The completion date is probably two years away. Hartpence asked what happens with counties who fail to make the standards. Blake advised that they basically won't receive the calls.

## Current Travel/Public Ed/Training Fund

- \$100,000 Annually (online application form)

- Expended: \$60,811.84
- Obligated/Approved: \$15,000.00 (ISICS Training)
- Encumbered: \$9,500 (APCO/NENA)
- Remaining: \$14,688.16
- Requested: \$17,800

#### Training Requests

- Buena Vista Co: *Everyone Communicates 911 Needs to Connect*: \$2,500
- Cerro Gordo Co: *There's No Such Thing as Routine, Keeping it Positive in Dispatch*: \$800
- ILEA: *The Power of Resilience: How to Beat Dispatcher Burnout*: \$5,000
- Story Co: *The Power of Resilience: How to Beat Dispatcher Burnout*: \$9,500/\$5,000

Chair Rotter referenced the diversionary report and asked Blake if there was any information on what was done to get listed there. Blake explained that the FCC sees diversion in two different ways 1) diversion but still for public safety and 2) diversion to the general fund. There is no current legal penalty other than as Blake mentioned before being ineligible for 911 Federal grants.

#### **Zetron – Chris Jones (monthly update presented by Blake DeRouchey)**

##### New and Notable Updates Since December Meeting:

December, 2018:

- First Host Location is going through final stages of Installation and Readiness
- The first 8 Binding Orders were received and signed off by Zetron in Dec.
- All 8 PSAP Binding Orders have been assigned to the installation schedule.

YTD:

- We have 26 PSAP's who have signed a LOI to use the State's Shared Service System
- Proof of Concept is in and installed (Hancock County)
- 18 Site Surveys have been completed for PSAP's with Letters of Intent completed.
- 8 Binding Orders have been received

##### Current Events and Next Steps:

- **State of Iowa 911 Board Meetings**
  - Zetron will continue to be a regular attendee at the Board Meetings and will be available after meetings for follow up if needed or requested.
- **Next Steps**
  - 4 Lunch and Learn Meetings are being scheduled for a technology showcase to provide a hands on experience with the Shared Services System.
  - Site Surveys are currently being scheduled with all remaining and new PSAP's interested in the Shared Services Solution. RACOM and Zetron will come onsite to perform site survey and discuss solution and the selected services.
  - After the completion of the site surveys, all quotes are delivered to the State and the PSAP for final review.

Mark Murphy asked if they have figured out the dual node center issue. A RACOM representative was in the room and had no information on it. It will have to be looked into further.

### **911 Wireline Aggregation – Steven Rodriguez, ICN (monthly update)**

#### **RFP: CAMA Trunks, 911 Call Delivery**

Released: 1/4/19  
Vendor Conference: 1/14/19  
Vendor Questions: 1/16/19  
ICN Response: 1/18/19  
RFP Due Date: 1/31/19

#### Questions

Stephen Rodriguez

ICN Program / Project Manager

[Stephen.Rodriguez@iowa.gov](mailto:Stephen.Rodriguez@iowa.gov)

Chair Rotter then returned to the outstanding training fund requests.

- Buena Vista Co: *Everyone Communicates 911 Needs to Connect*: \$2,500
- Cerro Gordo Co: *There's No Such Thing as Routine, Keeping it Positive in Dispatch*: \$800
- ILEA: *The Power of Resilience: How to Beat Dispatcher Burnout*: \$5,000
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Blake had made ILEA and Story County both aware that they had requested the same class. George Griffith asked for more clarification on the \$9500 amount for the class from Story County. Amanda Roush from Story County addressed the Council and advised that \$5,000 is the flat fee for one day of training with no minimums or maximum amount of attendees. The \$9,500 would be to enable them to get two trainings to allow more of their staff to attend. They requested the full \$9,500 to try to get the two days of training. She advised that if necessary due to the fund balance they could do a reduction or partial funding. Robby Johannesen asked if it was open to everyone statewide and Amanda advised that it was. She explained they have three Communication Centers in Story County so this is hosted jointly but it is open to others. She also noted the scheduling and location were pending. They were waiting to see about the award of funds. Chair Rotter confirmed with Roush that a reduction to meet the amount of

funds available wouldn't be a deal killer and she confirmed it would not. They could also send people who couldn't attend to the course at ILEA if it was held at a different time and date.

Carole Lund-Smith also addressed the Council via the telephone about how she had put in the request for training after a Central Iowa Supervisor's meeting and a suggestion from Sarah McClure with Ames PD. She advised she could work within Camp Dodge to find a place that holds however much room they would need. She appreciated the consideration and stated that ILEA is all about training.

Jeff Anderson made a motion to approve the training requests as presented with the Story County award being the \$5,000 versus the \$9,500. Tracey Bearden seconded Anderson's motion. Mike Bryant asks about shortfalls and excess funds. DeRouchey advises there will not be much if any left, possibly \$250-\$500. The motion carries with none opposed.

### **Technical Advisory**

No report.

### **SWIC Chris Maiers gave the following update**

SWIC Maiers thanked everyone for their patience and flexibility with the change of venue.

The PSAP grant the Board is running in conjunction with HSEMD and DPS the ordering process has started for all of those control stations. As of last night they were waiting for an update, to amend an issue with one quote, but the rest of the orders were going to be placed. The plan is to keep PSAPs in the loop and some emails were going to go out on Friday letting them know that their control stations were ordered. As they start to come in, get programmed and are ready to be delivered or picked up they will continue to keep them in the loop. They are still on track for an aggressive target of end of quarter 1 of 2019 and they are going to try to keep to this as much as possible.

Today at the Board meeting they have a couple standards up for approval and these are announcements. Public Safety Communications Center to Public Safety Communications Center Communications and an update to our participation plan standards. The updated standard more or less covers a situation where they may be faced with someone wanting to update their participation, say add more radios, it adds clarity to the process and helps add mechanisms to help streamline some of that.

In reference to training the Board's asks from what is now ECD (formerly OEC) have not yet been submitted. Maiers advised with the partial government shutdown DHS and CISA are apparently closed. There is no word on when they are going to be back open so they are going to take this opportunity to have another training meeting to discuss some of those asks. The PSAP Cybersecurity webinar is still at the top of the list. This would go along with any COML or COMT class requests they may have. This would probably give them about two left. The plan is to have Mitch Nordmeyer, State Training Officer, on the call as well to help them go through the catalog and categorize some of their needs.

The FirstNet broadband subcommittee reconvened on Tuesday of this week and there was a lot of good information shared regarding the buildout status of the FirstNet platform. More than eighty new sites are live currently and there are a lot more coming down the pipe that will be live very soon. The focus of this subcommittee will be more so boots on the ground as opposed to the old vision of this group which was do we opt in or do we opt out. The boots on the ground focus will revolve around such things as which apps will play nicely with each other especially if they are made by different vendors and even going across different networks. There are some applications that they really don't care if you are on one network or the other. They have their own central network hosting thing so as long as the phone can get to it then it works just fine. They are going to start looking at things like that.

The next TIA/TR8 meeting is coming up in early February and if there is anything you would like him to take to the P25 user needs subcommittee let him know. Some previous work the Board has done in regards to encryption has garnered some attention so people are certainly listening.

### **Jim Lundsted Update**

- No report

### **34A Update**

Tracey Bearden reported that they have had three priority meetings, two on January 8<sup>th</sup> and one on January 9<sup>th</sup>. They were pretty well attended and there was great discussion. Bearden will capture the notes and pull any code sections or studies that were referenced for members to look over. She will have them confirm the accuracy of the notes and check for omissions, changes or additions. They will be asked to send those back to her then she will send them out to the participants one more time and to be forwarded the Council members. From there they will be released to the public for conversation and continued attendance at these future meetings. The next meetings will have agendas and information sent out prior to the meeting to look over beforehand based on the prior meeting's discussion. The next meetings are scheduled for January 15<sup>th</sup>. The conference line bridge is the same one as used to dial into the 911 Council meetings. If there are any questions, comments or concerns contact Tracey Bearden and she will try to have the notes out as soon as possible so people can go through it and work through the information and see where they stand.

Chair Rotter wanted to reiterate that the committee is very easy to take part in either actively or even passively. "What I like is that we are not under any gun, we are not trying to get something through the legislature this year so we have plenty of time to look at this and do it well. So please don't wait until the last minute to get yourself involved. If there are things you wish to be heard over this subject please get involved. The last thing we want to do is have a lot of people to be upset with the things we propose because we had a lack of communication with people in the 911 community."



### Tentative Chapter 34A Committee Meetings

#### Tentative Chapter 34A Committee Meetings

- January 8, 2019: 9 am-Noon: Priority 1: Define (or better define) PSAP and 911 Service Board
- January 8, 2019: 1:00-4:00 pm: Priority 2: Funding
- January 9, 2019: 9 am-Noon: Priority 3: Political Subdivision
- January 15, 2019: 9am-Noon: Priority 4: Miscellaneous Technology
- January 15, 2019: 1:00-4:00 pm: Priority 5: 911 Council

#### Point of Contact

Tracey L. Bearden, JD, MPA

[tracey.bearden@polkcountyiowa.gov](mailto:tracey.bearden@polkcountyiowa.gov)

515-286-2107

#### Location of Meetings

Polk County Emergency Management Agency's EOC (East Entrance)

1907 Carpenter Ave., Des Moines, IA 50314

Conference call line will be available.

### **Legislative Issues**

No report.

### **Unfinished Business**

Under unfinished business was the continued discussion on the possibility of the Council supporting baseline knowledge standards for frontline 911 professionals in Iowa. This included looking at committee options and the leadership/membership of such a committee.

Chair Rotter advised that no committee has been set forth yet. They are making progress and he would expect to discuss it further in the next meeting. Rotter stated that just like 34A he is urging people to take part in this. Blake DeRouchey addressed the Council and advised that between the 34A committee and the various Regional PSAP groups he hasn't been in his office much but one thing that has come out of a combination of those meetings is that perhaps we are overthinking it a little bit. "Very similar to how our office hosts or helps host new coordinator training for emergency managers once or twice a year, that is basically a ground level Iowa centric training course that was developed by locals and our office and anyone else in emergency management. I think we can almost replicate that for 911 with the priority and the focus being lead PSAP person (or however you want to define that person) is we can work with Carole, work with this Council and work with a local cadre of folks to put together a one or two day training course that doesn't have to be required because I know everyone gets scared about requirements. But I think it would be well attended and it would reach to what we are intending to do without being quite as formal. I was going to have that conversation with our State Training officer when I got back and I hadn't had a chance to do that. I wanted to run that by you guys. Carole thought it seemed like a good idea to her when I randomly brought it up at a meeting like this. I wanted to let you know that was a recent brainchild."

Tracey Bearden expressed concerns that have been brought forward from the 34A committee about funding and if funding for this training should come from the surplus funds. Chair Rotter also mentioned the training funds and is there a reason to increase those funds. Rotter advised we are proving that there is reason to do so this year. Rotter also advised a common thread with what Blake said was that he is hearing from a lot of people is that there is a lot of things we can do informally like Blake suggested and also are we using the things that are in place currently. Are we using it to the best of our ability? Are we doing everything that we should be doing with the situation that is already created for us? "That's one of the things I think this committee could do for us is are we using the things that are already in place are we using it to the best of the ability of 911? Yes or no and are there things that we need to do additional? A lot of possibility and I agree with Blake that informally probably makes people less nervous. When we start talking about requirements that scares the pants off a lot of people. We are aware of that and we are being very careful as we go forward."

### **New Business**

None.

### **Travel Requests**

None.

### **Business from the Floor**

None.

### **Business from the Phone**

None.

Next meeting date will be February 14<sup>th</sup>, 2019 at 9:00 AM.

Mark Murphy made a motion to adjourn, Robby Johannesen seconded the motion. Motion carried.

Meeting adjourned at 9:41 a.m.

Cara Sorrells sitting in for Sally Hall, Secretary